



Customer Service Policy

ANJ is committed to diversity, inclusion and accessibility in everything we do. These core values are fundamental to the way we do business and come through in the experiences we design for people. With this in mind, we are continuously taking steps to improve the overall accessibility of the ANJ experience and shall follow the principles of dignity, independence, integration, and equal opportunity.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), ANJ wishes to make available our customer service policy:

Scope:

- a) This policy applies to the provision of goods and services at the premises owned and operated by ANJ.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of ANJ, including when the provision of goods and services occurs off the premises of ANJ such as in: delivery services, on-site estimations, installations, etc.
- c) The section of this policy that addresses the use of guide dogs, service animals, and service dogs only applies to the provision of goods and services that take place at premises owned and operated by ANJ.
- d) This policy shall also apply to all persons who participate in the development of ANJ's policies, practices, and procedures governing the provision of goods and services to members of the public or third parties.

1. Our Mission

The mission of ANJ is to excel in serving all customers and its entire staff, including people with disabilities.

2. Our Commitment

It is the policy of ANJ that our location is committed to providing accessibility and equitable customer service to each and every one of our diverse and valued customers. We strive to design and operate our stores so that they are accessible to all persons with disabilities, and we are committed to providing services and goods in a manner that respects the dignity and independence of persons with disabilities.

3. Providing Goods and Services to People with Disabilities

Communication

We will communicate with people with disabilities in ways that take into account their disability. ANJ will train staff who communicate with individuals on how to interact and communicate with people with various types of disabilities.

Telephone Services

ANJ is committed to providing fully accessible telephone service to all individuals we deal with. We will train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly, as might be required.

ANJ will offer to communicate with individuals by email, video conferencing services, etc. if telephone communication is not suitable to their communication needs or is not available.

Service Animals

Persons with disabilities may enter ANJ premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. While visiting ANJ, it is the responsibility of the person with a service animal to control the animal at all times.

Assistive Devices

ANJ is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing the services that we provide.

Support Persons

Persons with disabilities may enter ANJ premises accompanied by a support person and may have access to that support person at all times.

ANJ may require a person with a disability to be accompanied by a support person while on ANJ premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law, ANJ will offer alternative methods to enable to the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

4. Notice of Temporary Disruption

ANJ will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, and its anticipated duration, and a description of alternative facilities or services, if available. We may not be able to give advance notice in case of an emergency disruption.

In order to make information accessible, the signs and printed notices should be clearly laid out. The signs and printed notices will be displayed prominently at the entrance to the ANJ location and/or at the Reception desk.

5. Training

ANJ will ensure that all persons to whom this policy applies receives training as required by the Accessibility Standards for Customer Service. In addition, training will be provided on a continuous basis to all newly hired partners of ANJ.

A record of training received by ANJ employees will be kept by the Human Resources department. Training will include:

- The purpose of the Accessibility Standards for Customer Service (Ontario Regulation 429/08) and the requirements of the customer service standard;
- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- Information about ANJ policies and procedures pertaining to the provision of ANJ's services to persons with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a disability is having difficulty accessing ANJ's premises and/or services;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal and/or support person.

Training will be provided as soon as practicable. As appropriate, there will be ongoing training and communication about changes to ANJ's policies, practices or procedures in relation to the provision of goods and services to people with disabilities.

6. Feedback Process

The ultimate goal of ANJ is to meet and surpass expectations while serving all individuals, especially those with disabilities.

ANJ welcomes and appreciates any feedback, including that of the delivery of our services to persons with disabilities. ANJ will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. **All customers can submit feedback or questions to 1-877-996-4ANJ or by email at info@anjindustrial.com.**

Complaints will be addressed according to ANJ's Human Resources department's customer service complaint management process.

7. Modifications to This or Other Policies

ANJ is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. ANJ retains the right to amend or change this policy at any time. However, any such change will only be made after considering the impact on people with disabilities.

For more information:

<http://www.aoda.ca/>

Definitions:

Assistive Device: is a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or personal oxygen tank, that might assist in hearing, seeing, communicating, moving, breathing, remembering, and/or reading.

Disability: The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog: is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety, and increased independence for people who are blind.

Service Animal: as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability;
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

Service Dog: as reflected in *Health Protection and Promotion Act, Ontario Regulation 552* a dog other than a guide dog is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- Or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person: As reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs, or access to goods and services.